



Michael Phillips
State Ombudsman

MEETING MINUTES

**Treasure Coast
Palm Beach District
5/17/2021
Conference Call**

OMBUDSMAN PROGRAM REPRESENTATIVES			
Grand, Linda	Present <input checked="" type="checkbox"/>	Nubi-Collins, Valerie	Present <input checked="" type="checkbox"/>
Heitz, Cheri	Present <input checked="" type="checkbox"/>	Rae, Sandra	Present <input checked="" type="checkbox"/>
Hardwick, William	Present <input checked="" type="checkbox"/>	Vogel, Joseph	Present <input checked="" type="checkbox"/>
Lanaghan, Janice	Present <input checked="" type="checkbox"/>	Wolfe, Elizabeth	Present <input checked="" type="checkbox"/>
Lentz, Larry	Present <input checked="" type="checkbox"/>	Sheila Mitchell, Palm Beach DOM	Present <input checked="" type="checkbox"/>

GUEST(S)
NONE

OPEN SESSION

- Called to order at 10:00 a.m. Quorum Established: Yes No
- Open Session Statement Minutes Approved: Yes No **(2/15/2021)**

UPDATES/REPORTS

- Council Chair Larry Lentz
 - o Opening Statement
 - o Call to Order
- District Ombudsman Manager Sheila Mitchell
 - o Discussion of Minimum Data Set
 - Usefulness in complaint investigation
 - Information contained in MDS
 - Normally kept separate from the resident’s record/chart
 - o Re-entry and Revised Guidance
 - District Ombudsman Manager is checking AHCA website for current outbreaks. Important for Volunteers to notify Office when they are scheduling a visit.
 - Discussed CMS guidelines for when a new case of COVID among residents or staff is identified.
 - PPE available from Office
 - CMS guidelines encourage the visitation of residents to be ‘person-centered, considering resident’s physical, mental and psychosocial well being and support their quality of life’.



FLORIDA OMBUDSMAN PROGRAM

ADVOCATING FOR QUALITY LONG-TERM CARE

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- Visitors in most facilities are having to schedule visitation. Office is receiving a number of complaints regarding facilities not answering phones.
- State Council Representative Valerie Nubi-Collins
 - o Requested items for discussion at upcoming State Meeting

NEW BUSINESS

- Council discussion on Ombudsman re-entry and Assessments.

PUBLIC COMMENTS

- None

ADJOURNMENT

- Open Session adjourned at 10:45 a.m.